

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



Dear Local Workforce Investment Area Administrators;

The purpose of this letter is to provide information to the One-Stop Centers on the Deaf Access Assistance Program (DAP) administered by the California Department of Social Services' (CDSS) Office for Deaf Access. Staff from the California Workforce Investment Board have partnered with the Office for Deaf Access to provide this resource to the One-Stop Centers and encourage local areas to pursue coordinated efforts.

Background on the DAP

The DAP was created in 1980 to ensure that State and local government services are routinely adapted to meet the communication needs of the 2.9 million California deaf and hard of hearing persons and to enable deaf and hard of hearing children, adults, and families to receive all the benefits and services to which they are entitled. Attached you will find further information on the DAP, including its service delivery method, the types of services the DAP provides, and a complete listing of the DAP service locations nearest you.

Purpose in Providing Information on the DAP

In providing this information, the CDSS hopes to achieve two goals. First, to promote awareness of the DAP and how it assists clients who are deaf and hard of hearing. Second, to encourage the One-Stop Centers to form partnerships with the DAP agencies to better serve deaf and hard of hearing clients in the area of employment services.

Benefits of Collaboration with the DAP Agencies

While customers with disabilities should have full access and use of the complete range of One-Stop Centers resources and services available to all customers, there are times when resources and expertise may be necessary that are specifically related to the individual's disability. By taking advantage of available local resources, such as the DAP agencies, the One-Stop Centers can play a significant role in meeting their community's needs not only for quality employment and training services, but also as an information conduit, resource, and referral point. Some areas in which the DAP agencies might be of assistance to the One-Stop Centers in providing better service to deaf and hard of hearing consumers are in:

- designing effective employment and training services for deaf and hard of hearing clients;
- working with job developers, job placement workers, etc. on understanding the issues which deaf and hard of hearing clients face;

- assisting job developers in working with employers to understand the benefits of employing someone who is disabled;
- providing interpreting services for deaf and hard of hearing clients;
- assisting with outreach activities to encourage more deaf and hard of hearing persons to utilize the One-Stop Centers; and
- providing One-Stop Centers staff with recommendations for meeting the Americans with Disabilities Act requirements.

With a 74 percent unemployment rate, the deaf and hard of hearing community could greatly benefit from the services provided by the One-Stop Centers. We believe that collaboration with agencies such as the DAP, could increase the One-Stop Centers' chances of success in finding employment for persons with disabilities.

If you have any questions, please contact Ms. Lisa Bandaccari, Chief, Office for Deaf Access, at (916) 651-6243.

Sincerely,

Sincerely,

/S/ JEANNE RODRIGUEZ
Deputy Director
Office of Human Rights
and Community Relations

/S/ ANDREW R. BARON
Executive Director
California Workforce Investment Board

Attachments

DEAF ACCESS ASSISTANCE PROGRAM

- The Deaf Access Assistance Program (DAP) is a \$6.3 million State-created program to assure that public programs are adapted to meet the communication needs of deaf and hard of hearing children, adults and families so they may receive the public benefits and services to which they are entitled and achieve economic independence and fully participate in the mainstream society.
- Services are provided by eight contracted private non-profit charitable corporations with 22 district offices.
- Mandated services include the following.
 - Advocacy – Provides assistance in crisis situations by intervening to ensure all public services – including social, health, and safety services are available to the deaf and hard of hearing population. Also includes intervention to protect deaf children's communication rights.
 - Communication Assistance – Provides qualified sign language interpreters to meet a client's or agency's needs. Also includes providing emergency 24 hour, seven days a week, sign language services to meet medical, legal, or civil emergencies. In addition, provides translation of documents for deaf clients with low language skills.
 - Counseling – Provides intervention in crisis situations, such as spousal, child or adult abuse. Also teaches clients how to effectively cope with deafness or hearing loss.
 - Information and Referral Services – Directs clients to appropriate organizations/programs for social and health care needs. Answers questions about deafness or hearing loss.
 - Employment Assistance – Assists deaf clients in obtaining employment related services.
 - Independent Living Skills Instruction – Assists deaf clients in acquiring skills to live independent of public institutions and programs.
 - Community Education – Increases public awareness and understanding of deaf and other hard of hearing people's needs. Also, addresses health and safety issues because of deafness.
- The DAP has no eligibility requirements other than a demonstrated need for services.
- Recipients of service include deaf or hard of hearing people or an individual/entity with an interest involving deaf or hard of hearing people who request social services from the private nonprofit charitable corporations.
- In California, there are an estimated 2.9 million deaf and hard of hearing people. The DAP annually serves about 250,000 clients.
- The State Department of Social Services' Office for Deaf Access is responsible for administering and monitoring the program.

REVISED 05/14/01

DEAF ACCESS ASSISTANCE PROGRAM



SERVICE REGIONS

REGION I - Deaf Community Services
(619) 398-2441 V (619) 398-2440 TTY

REGION II - Center on Deafness Inland Empire (909) 359-5200 V/TTY

REGION III - Orange County Deaf Equal Access Foundation (714) 826-9793 V/TTY

REGION IV - Greater Los Angeles Council on Deafness (323) 478-8000 V/TTY

REGION V - Tri County
(805) 487-4523 V/TTY

REGION VI - Deaf and Hard of Hearing Services Center
(559) 225-3323 V (559) 225-0415 TTY

REGION VII - NorCal Center on Deafness
(916) 349-7500 V/TTY

REGION VIII - Deaf Counseling, Advocacy and Referral Agency
(510) 483-0753 V (510) 483-6914 TTY

Deaf Access Assistance Program Headquarters and Outreach Offices

REGION I

Tom Galey
Chief Executive Officer
Deaf Community Services
of San Diego, Inc.
3930 Fourth Avenue, Suite 300
San Diego, CA 92103
(619) 398-2441 V (619) 398-2440 TTY
(619) 398-2444 Fax
(www.dcofsd.org)
Counties served:
Imperial and San Diego

Outreach Office

Imperial Valley Community Health
Organization
612 J Street, Suite 4
Imperial Valley, CA 92251
(761) 355-3172 V/TTY

LifeLine Community Services
200 Michigan Avenue
Vista, CA 92084
(760) 726-1731 TTY

REGION II

Vacant
Executive Director
Center on Deafness Inland Empire (CODIE)
7344 Magnolia Avenue, Suite 140
Riverside, CA 92504
(909) 359-5200 V/TTY
(909) 359-5112 Fax
(www.codie.org)
Counties served:
**Inyo, Mono, Riverside and
San Bernardino**

Outreach Office

¹CODIE Outreach Branch Office
202 Airport Drive, Suite 180
San Bernardino, CA 92408
(909) 885-3000 V/TTY

¹ Office will be closed within 60 days (10/02/02
anticipated closure date).

REGION III

Ed Kelly
Executive Director
Orange County Deaf Equal
Access Foundation
6022 Cerritos Avenue
Cypress, CA 90630
(714) 826-9793 V/TTY
(714) 826-9813 Fax
(www.ocdeaf.org)
Counties served:
Orange

REGION IV

Sheri Farinha-Mutti
Interim, Chief Executive Officer
Greater Los Angeles Council
on Deafness (GLAD)
2222 Laverna Avenue
Los Angeles, CA 90041
(323) 478-8000 V/TTY
(323) 550-4025 Fax
(www.gladinc.org)
Counties served:
Kern and Los Angeles

Outreach Office

Elizabeth Razo, Coordinator
Antelope Valley GLAD
1605 Palmdale Boulevard, Suite F
Palmdale, CA 93550
(661) 266-9296 V/TTY

B-GLAD
Michael Purcell, Coordinator
1527 19th Street, Suite 202
Bakersfield, CA 93301
(661) 327-3781 V/TTY

REGION V

Mark Splittstoesser
Executive Director
Tri County-GLAD
132 South A Street, Suite B
Oxnard, CA 93030
(805) 487-4523 V/TTY
(805) 487-4954 Fax
(www.tcqlad.org)

Counties served:

San Luis Obispo, Santa Barbara and Ventura

Outreach Office

Tri-County Outreach GLAD
910 East Stowell Road, Suite 101
Santa Maria, CA 93454
(805) 348-3148 V (805) 348-3218 TTY

REGION VI

Rosemary Diaz
Chief Executive Officer
Deaf and Hard of Hearing Services Center
5070 N. 6th Street, Suite 169
Fresno, CA 93710
(559) 225-3323 V (559) 225-0415 TTY
(559) 225-0116 Fax
(www.dhhsc.org)

Counties served:

**Fresno, Kings, Madera, Mariposa,
Merced, Monterey, San Benito and Tulare**

Outreach Office

Central Coast Outreach
339 Pajaro Street, Suite B
Salinas, CA 93901
(831) 753-6540 V (831) 753-6541 TTY

Merced Outreach
3337 "M" Street
Merced, CA 95348
(209) 726-7783 V (209) 726-7786 TTY

South Valley Outreach
4025 B W. Noble Avenue
Visalia, CA 93277
(559) 713-5032 V (559) 713-5161 TTY

REGION VII

Sheri Farinha-Mutti
Chief Executive Officer
4708 Roseville Road, Suite 112
North Highlands, CA 95660
(916) 349-7500 V/TTY
(916) 349-7580 Fax
(www.norcalcenter.org)

Counties served:

**Alpine, Amador, Butte, Calaveras,
Colusa, El Dorado, Glenn, Lassen,
Modoc, Nevada, Placer, Plumas,
Sacramento, San Joaquin, Shasta,
Sierra, Siskiyou, Stanislaus, Sutter,
Tehama, Trinity, Tuolumne, Yolo, and Yuba**

Outreach Office

Chico Outreach
2070 Talbert Drive
Chico, CA 95928
(530) 879-0342 V (530) 879-0339 TTY

Modesto Outreach
1367 Standiford Avenue, Suite B
Modesto, CA 95356
(209) 521-7892 V (209) 521-6094 TTY

Redding Outreach
1003 Yuba Street, Suite A
Redding, CA 96001
(530) 229-9071 V/TTY

Roseville Outreach
1880 Sierra Gardens Drive
Roseville, CA 95661
(916) 774-4035 V (916) 774-4067 TTY

Stockton Outreach
7602 Murray Drive, Suite 106
Stockton, CA 95210
(209) 474-1573 V (209) 474-3088 TTY

Yuba City Outreach
1570 Starr Drive
Yuba City, CA 95992
P.O. Box 3126
Yuba City, CA 95993-2602
(530) 671-0811 V (530) 671-2236 TTY

REGION VIII

Rob Roth
Chief Executive Officer
Deaf Counseling, Advocacy and Referral
Agency
14895 E. 14th Street, Suite 200
San Leandro, CA 94578
(510) 483-0753 V (510) 483-6914 TTY
(510) 483-1790 Fax
(www.dcara.org)

Counties served:

**Alameda, Contra Costa, Del Norte,
Humboldt, Lake, Marin, Mendocino,
Napa, San Francisco, San Mateo, Santa
Clara, Santa Cruz, Solano, and Sonoma**

San Leandro Outreach at Deaf Community
Center
568 Parrot Street
San Leandro, CA 94577
(510) 351-3938 V (510) 351-3937 TTY

Outreach Office

DCARA – Santa Rosa Outreach
2245 Challenger Way
Santa Rosa, CA 95407
(707) 571-8370 TTY

Eureka Outreach Office
2127 Harrison Avenue, Suite 3
Eureka, CA 95501
(707) 476-8737 V
(707) 476-8735 TTY

Outreach at Fremont Family Resources
Center
39155 Liberty Street, Suite F610
Freemont, CA 94538
(510) 790-1433 TTY

Outreach at Ukiah Community Resources
for Independence
1040 North State Street
Ukiah, CA 94582
(707) 463-8875 V (707) 462-4498 TTY
San Francisco Outreach Office
1800 Market Street, Suite 401
San Francisco, CA 94102
(415) 255-0700 TTY

San Jose Outreach
540 Bird Avenue
San Jose, CA 95125
(408) 298-6770 V
(408) 298-5443 TTY